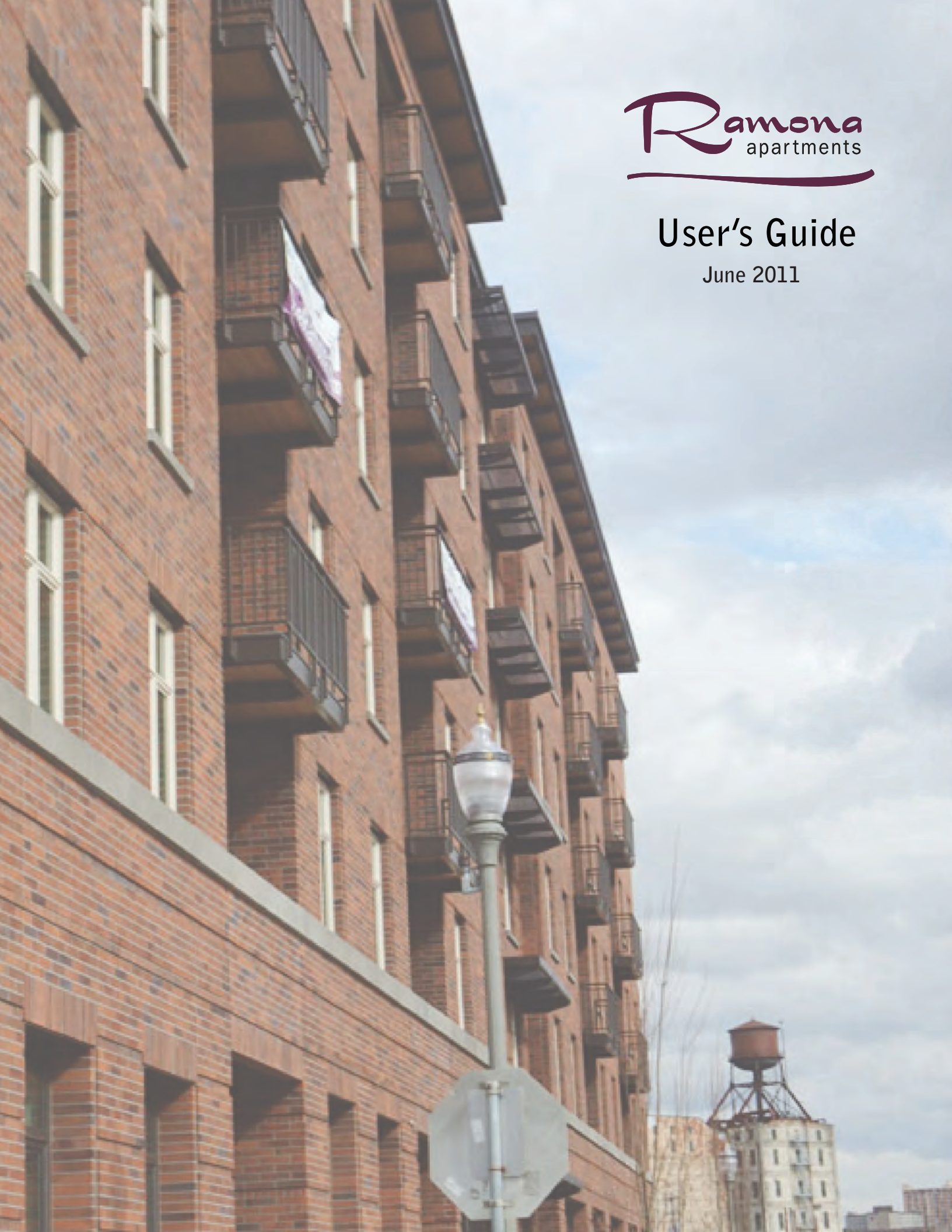




# User's Guide

June 2011



Welcome to the Ramona Apartments.

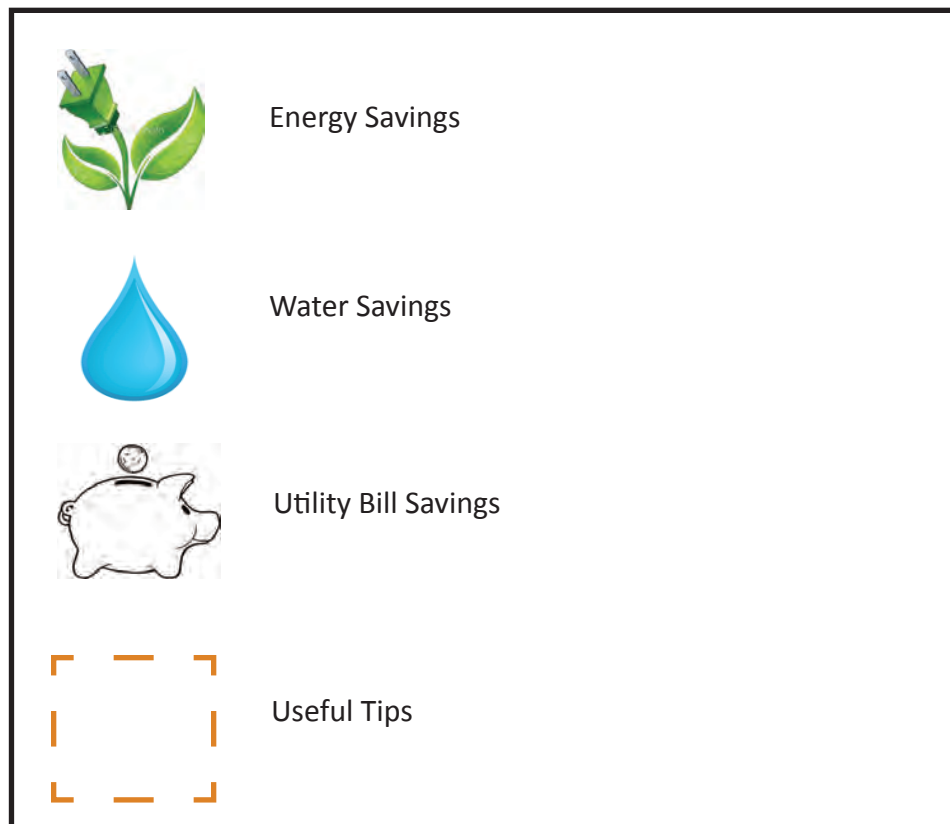
This manual describes how things work in your apartment, how things work in the other parts of the building you will use on a regular basis, and where to find things in the building.

The Ramona was designed to be extremely efficient in the amount of energy and water used here. Many buildings will make this claim but few can back it up the way the Ramona can. You can read more about that in the last section of this manual.

This focus on resource efficiency means two things for Ramona residents:

- You can take pride in living in a building that uses fewer natural resources than most other buildings, and
- You will save money on your electric and water bills

Throughout the manual look for the following symbols that indicate the systems and appliances that are reducing water, energy, and utility bills, and the orange boxes, which contain helpful tips.



If you have a question concerning your apartment's systems that can't be found here, please contact the leasing office at 503.688.6008 or [info@TheRamona.com](mailto:info@TheRamona.com).

## Table of Contents

<b>I.</b>	<b>Building Features</b>	
a.	Access and Security .....	1
i.	Fobs	
ii.	Building Access for Your Guests	
iii.	Door Prop Alarms	
iv.	Ways to Keep the Building Secure	
b.	Ground Floor Map.....	2
i.	Ground Floor Common Areas	
ii.	Elevator and Stairs	
c.	Second Floor Map.....	4
i.	Fitness Room	
ii.	Laundry Rooms and Lounges	
d.	Upper Floors Map.....	5
i.	Trash Rooms	
ii.	Recycling Rooms	
<b>II.</b>	<b>Apartment Features</b>	
a.	Heaters and Thermostats.....	6
i.	Zonal Heating	
ii.	How to Set Your Thermostat	
b.	Ventilation and Air Supply .....	7
i.	Ceiling Fans	
ii.	Summer Cooling Tips	
c.	Windows and Doors .....	9
i.	Patio Doors	
ii.	Interior Bedroom Windows	
iii.	Adding AC to your Apartment	
d.	Appliances .....	10
i.	Oven and Range	
ii.	Dishwasher	
iii.	Refrigerator	
iv.	Microwave	
v.	Garbage Disposal	
e.	Materials and Fixtures .....	12
i.	Floors	
ii.	Countertops	
iii.	Water Fixtures	
iv.	Light Fixtures	
<b>III.</b>	<b>Green Building Features</b> .....	14
<b>IV.</b>	<b>Appendix A: Special Features of 1st, 3rd, 4th Floor Apartments</b> .....	15
<b>V.</b>	<b>Appliance Model Numbers and Useful Phone Numbers</b> .....	Back cover

## BUILDING FEATURES

### Access and Security

#### Fobs

- Use your fob by passing it in front of the small red light on the proximity reader. When the light turns green, the door will unlock.
- Carry your fob with you – You will need it to:
  - Open any door from outside into the building
  - Open the door from the loading dock back into the building
  - Call the elevators from the garage and ground floor, and
  - Enter the stairs from the ground floor lobby



#### Building Access for Your Guests

- Call Boxes
  - Your visitors can call you from the call boxes located at the NW 14th Avenue entry and the entry from the courtyard into the elevator lobby.
  - Residents are listed in the call boxes by last name and first initial. Guests need to scroll through the names until they find your name and then press the “Call” button. This will call you on your telephone.
  - Press “9” on your phone to allow your visitor into the building. This will also let your visitor call the elevator without using a fob. You should hear a confirmation tone, which indicates that the door has opened.
  - **NOTE:** If visitors do not go directly to the elevator, they may need to go back outside and call you again.

#### Door Prop Alarms

- What they are – If an exterior door is propped or held open for too long, an alarm will sound.
- What to do – If you hear the door prop alarm, please close the door and let the staff know that the door was either propped open or wasn’t closing properly.

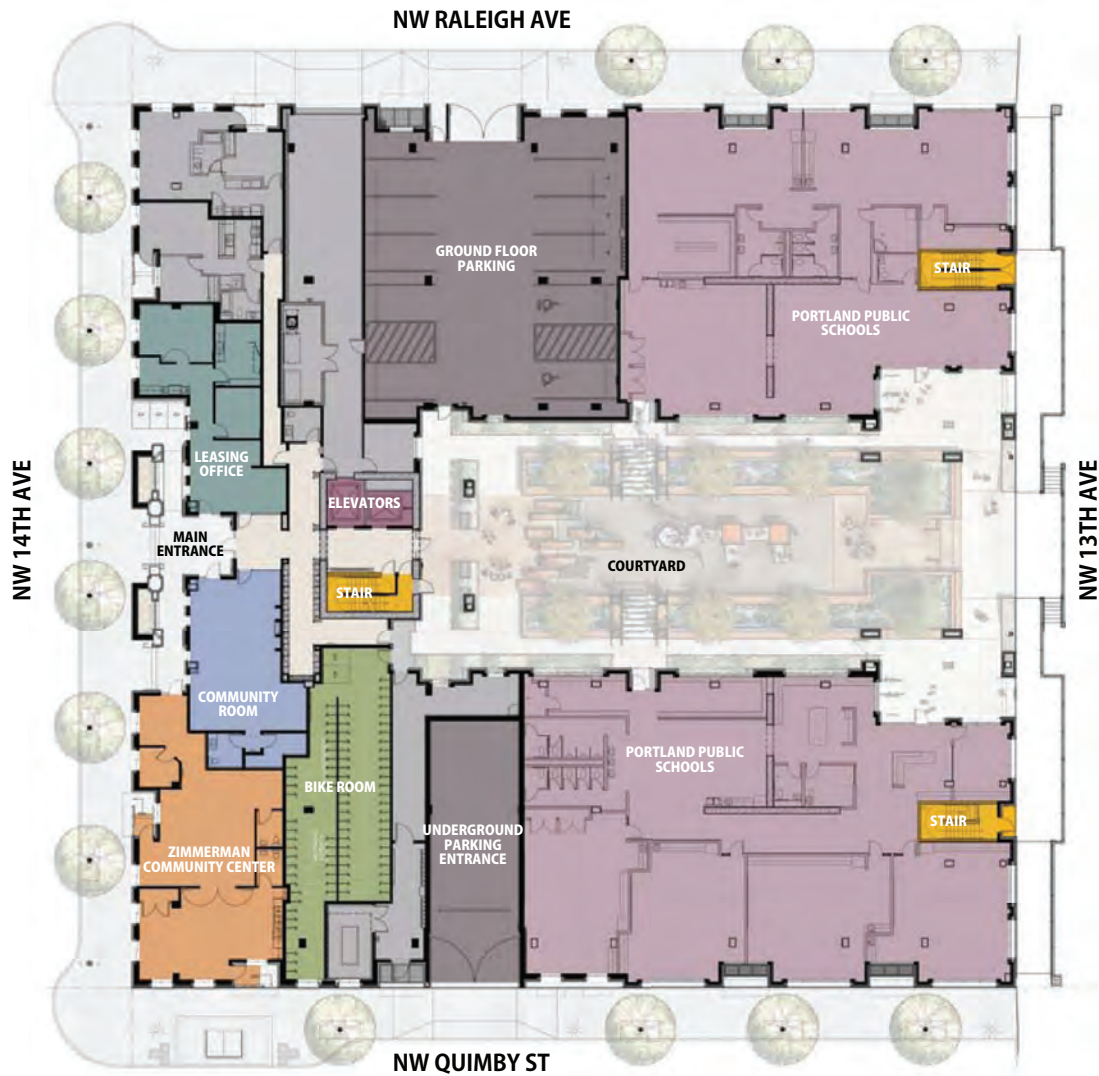
#### Keeping the Building Secure

- Don’t let strangers in the building with you – It’s hard to say no to someone following you into the building, but if you don’t know them, please don’t let them in.
  - If they live at the Ramona, they will have a fob.
  - If they are a visitor, their friend can let them in.
- Tell your visitors – If someone is coming to visit, let them know not to follow residents into the building.
- Be polite (please) – If a resident doesn’t know you and doesn’t let you in, thank them. Sure, it can be annoying, but they’re helping to keep the building safe for you too.
- Watch for strangers at the call boxes – If you see someone repeatedly pressing buttons at the call box, they’re probably trying to see if there is a code that opens the door. Let the staff know about it.
- Get to know your neighbors – Getting to know names and faces of your neighbors is a great way to keep the building safe.



# GROUND FLOOR

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## Ground Floor Common Areas

**Community Room** – You can reserve this room for up to 4 hours for special events that take place during normal leasing office hours.

**Restrooms** – There are two restrooms on the ground floor for you or your guests.

- Community room – Located at the south end of the room.
- Lobby – Located at the north end of the hall toward the door to the loading dock.

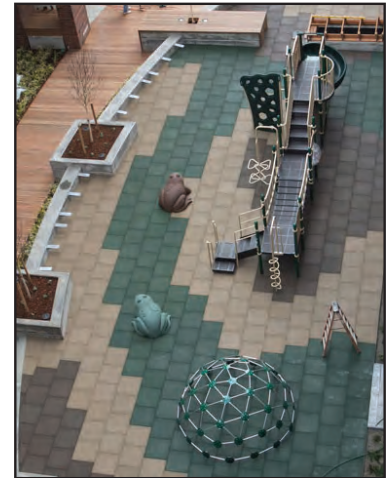
**Loading Dock** – The loading dock is on the north side of the building.

- Moving in or out – When you move in or out, please pull your vehicle all the way into the loading dock, close the door behind you, and use the large elevator.
  - The Ramona has carts available that you can borrow to make your moving easier.

## Ground Floor Common Areas (continued)

- Cardboard Recycling – There is a separate container for corrugated cardboard in the loading dock. Please use the container for recycling your boxes.
- Apartments 101 and 102 – Trash and recycling containers for these two apartments are located in the loading dock.
- ***The maximum truck height for the loading dock garage is 11'4".***

**Courtyard Playground Area** – The raised playground area of the courtyard is available to everyone except during school hours on school days. During that time, it is exclusively available to the school. Hours will be posted in the courtyard.



**Bike Room** – A large bike room with racks is available for all tenants.

- The room is located near the southwest corner of the building.
- The entry to the bike room is in the corner of the courtyard.
- Racks are not assigned.
- Each rack will hold two bikes.
  - To avoid damage to your wheel and tire, make sure to hang your bike by its frame, not its tire (see photos).
  - Please hang your bike carefully to make room for other bikes.
  - Please be careful not to accidentally lock your neighbor's bike with your lock.



Hang bike frame, not tire, on bike rack peg



Lock bike frame to bike rack and not your neighbor's bike

***Note: The Bike Room door is on a delay to allow you to safely walk your bike into and out of the room. Do not force door closed.***

**Elevators** – The Ramona has two elevators.

- ***Do not hold the elevators doors open for longer than a few seconds. Doing so can cause the elevator to automatically shut down and requires a mechanic to come out and reset them.***

**Stairs** – The Ramona has three stairways.

- The main stair is across from the elevators and goes from the garage to the sixth floor.
- There are two stairs at the east end of each wing of the building. Both can be entered from the hall on floors two through six. At the ground floor, they can be entered from the sidewalk on NW 13th Avenue.
  - The stair at the north wing continues to the garage, but you must exit to the sidewalk at the ground floor landing and use your fob to continue to the underground garage.
  - The stair at the south wing stops at the ground floor.

# SECOND FLOOR

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## Fitness Room

The Fitness Room is located on the second floor across from the elevators. It is equipped with cardio and weight machines.

***Note: Please make sure the windows are closed when you leave the fitness room. Children under 16 are not permitted to use the fitness room without an adult present.***

## Laundry Rooms and Lounges

Laundry rooms are located adjacent to the elevators on floors two through six.

- Weekday laundry rates are discounted to reduce crowding on weekends.
- ***To ensure proper functioning, please remove lint from dryer lint traps after each use.***
- Furnished lounges are connected to each laundry room and can be used as a play/home-work space for kids, for building events, etc.



# UPPER FLOORS

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## Trash Rooms

Trash rooms located at the northwest corner of the upper floors have a trash chute. All garbage should be bagged and dropped in the trash chute.

- If the door to the chute does not open, it is most likely being used by another person or is being cleaned. Wait a minute or so before attempting to reopen it.
- Do not put folded up cardboard boxes (e.g. pizza boxes) in the chute - they can unfold and cause a jam. Recycle them if possible or tear them into smaller pieces.
- ***When you are done using the trash chute, CLOSE and LATCH the door so that others can access the chute.***

## Recycling Rooms

Recycling rooms are located at the southwest corner of the upper floors. Containers are provided for glass, cardboard, paper, and aluminum items.



## APARTMENT FEATURES



### Heaters and Thermostats\*

Here are three things you can do to keep your heating bills low:

- Use your doors to create separate “zones”.
- Keep windows (and balcony doors) tightly latched.
- Set your thermostats lower at night, in rooms you’re not using, and when you’re not home.

#### Using “Zonal Heating”

- The electric heaters in the living and bedrooms are large enough to heat the room or rooms – also known as the “zone” – that each heater serves.
- Each heater is controlled by its own thermostat. By closing the doors between rooms, you can keep different rooms at different temperatures. For example:
  - You can set the heat to 55 degrees in the bedroom during the day, and set it at 68 degrees in the living room. Close the bedroom door; if you don’t, the living room heater will keep running and trying to heat the bedroom to 68 also.
  - If you want to keep your entire apartment at the same temperature, it is okay leave the doors open between rooms.
- Keep furniture and other objects away from the heaters. This prevents fires and saves you money by allowing heat to circulate more effectively. See table below for minimum clearances for each type of heater at the Ramona.

Type of Heater	Clearance		
	Front	Side	Above
Baseboard Heater	12”	6”	12”
Electric Wall Heater	36”	36”	36”

\*First floor residents, see page 18 for special instructions about the thermostat in your apartment.

## Thermostats

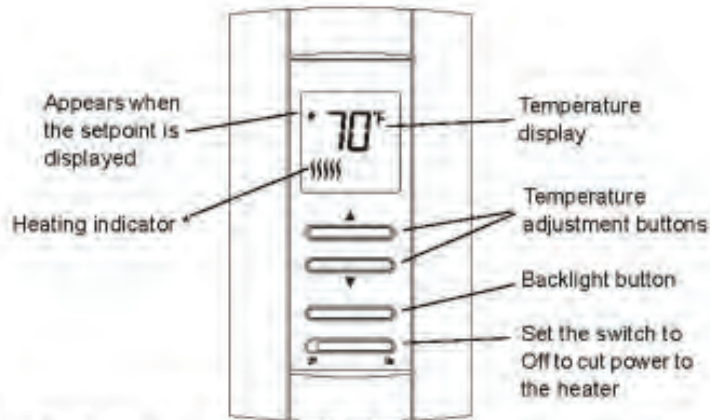
The digital thermostats are accurate, effective, and easy to use.

- Try setting your thermostats lower at night or when you leave your apartment. Your rooms will quickly heat up after raising the thermostat.

### How to use your thermostat:

The thermostat displays the actual temperature. To view the setpoint, press the Up or Down buttons once. The setpoint will appear for 5 seconds.

To change the setpoint, press one of the Up or Down buttons until the desired temperature is displayed. To scroll the setpoint faster, do not release the button.



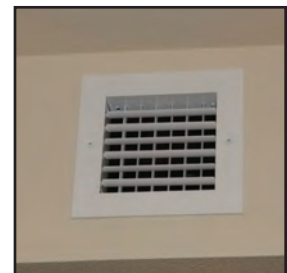
The thermostat indicates how much heating is required to maintain the desired temperature. For example, §§ is displayed when heating is at 40 percent.

Display	§	§§	§§§	§§§§	§§§§§
% of heating	1 to 24%	25 to 49%	50 to 74%	75 to 99%	100%

## Ventilation and Air Supply

Your apartment has a system designed to provide good indoor air quality in your apartment.

- There are two main components:
  - Exhaust grills in the bathrooms and kitchen that operate continuously.
  - A continuous supply of conditioned (heated in the winter, cooled in the summer) fresh air ducted into your apartment to replace what is taken out by the exhaust fans. (There is a supply grill located near the ceiling and usually near the front door. Interior bedrooms also have a supply grill.)
- Your kitchen has a two-speed recirculating fan in the built-in microwave hood. This is not an exhaust fan, but will help move odors and moisture to the exhaust grill.



**NOTE: Do not block or adjust the grills that are located near the ceiling.**

## Ceiling Fans

- The ceiling fans can help you feel cooler on summer days by moving the air in the room. They have two adjustments:
  - Speed – The fans have four speeds. The speeds are controlled by the dial at the light switch.
  - Direction – The fans can push air down or pull air up. Blowing air down directs the breeze onto you. Pulling air up circulates it without creating a direct breeze.
    - The direction is controlled by the small switch on the fan.
      - Slide to the left to push the air down.
      - Slide to the right to pull the air up.



### Summer Cooling Tips

Portland summers are fairly mild. On average, Portland only has 13 days when the temperature is above 90 degrees. And, most summer nights are cool. Here are some suggestions keeping your apartment cooler and more comfortable on those hot days.

#### Use Your Windows

- Leave the windows open at night to cool down your apartment.
- Close your windows in the morning when the outside temperature starts to climb.
- If you're gone all day, close the windows (and blinds) before leaving your apartment.

#### Use Your Blinds

- Close your blinds tightly when the sun is hitting your windows.
- If you are gone all day, close the blinds before you leave in the morning.
- If you are in the apartment and want natural light, try tilting the blinds up partway. This will block the direct rays of the sun, but still allow some light into the room.

#### Use Your Ceiling Fan

- When you are home and have the windows closed, use the fan to move the air in the room.
- Using the fan at night when the windows are open helps to circulate the cooler air.
- When you are not home, there is no reason to use the fan. The fan will cool you, but it won't lower the temperature of the air.

#### Don't be Fooled by the Breezes on a Hot Day

- Opening your windows allows for nice breezes but it will also bring in hot air. Once that hot air enters, it will be hard to cool off your apartment again until the heat wave passes.



## Windows and Doors\*

All windows in the Ramona have a low-e coating and a tight seal to mitigate urban sounds and keep cold air out. (An e-coating is applied to the surface of window glazing to reduce heat transfer.)

- Casement windows are effective at helping to bring breezes into your apartment.
- Portland's prevailing summer breezes come from the northwest. When possible, windows were oriented so that they face north or west when open to capture those breezes.



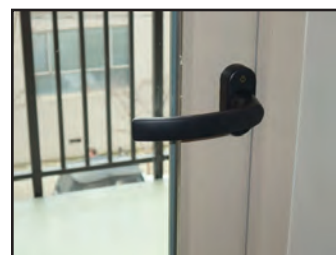
To maximize the energy saving benefits of the tight seal and dual panes, keep the window handle in the fully locked position when not in use.

### Patio Doors

Keep the handle in the locked position (see top right photo) to maintain the tight seal. The door is unlocked when the handle is in the horizontal position (see bottom right photo).



*Locked position*



*Unlocked position*



### Interior Bedroom Windows

Interior bedrooms at the Ramona do not have outside windows. These rooms have a continuous supply of fresh air ducted directly into them to provide good air quality. The door has a window to allow light in and a mini blind for privacy and/or darkness.

The mini blind is controlled by a slide control on the right side of the window. Slide the lever up to open the blinds or down to close. The slide along the top tilts the angle of the blinds for a variety of light levels.

### Adding Air Conditioning in Your Apartment

Conventional window-mounted air conditioners can't be installed in casement windows. If you would like to add AC to your apartment, you'll need a portable air conditioner. These sit on the floor and have an exhaust hose to blow the heated air outside. We will provide a plexi-glass insert to replace your window screen, which have an attachment for the exhaust hose.

***Please call the leasing office to order your plexi-glass insert before installing a portable AC unit.***

\* First floor residents, see p. 18 for special instructions about the windows in your apartment.

## Appliances

### Oven and Range

The oven has a self-cleaning function that is activated with the “Select Clean” button.



- Before using Select Clean, wipe up spills from the interior door frame and liner outside the oven door gasket. Use soap and water to clean the top, sides and front of the oven door. Do not use oven cleaners or oven protective coatings on the oven door or in or around any part of the oven interior.
- Remove oven racks before starting Select Clean. The racks can be washed with warm soapy water and/or a mild abrasive. Rinse, dry and replace in oven after the self-cleaning cycle has finished.



For general cleaning of the oven and range, use warm, soapy water and avoid using abrasive cleaning products on control knobs, painted body parts and decorative trim.



### Dishwasher

To use the least amount of energy and water, run full loads of dishes, and select the Normal or Light Wash settings. To dry, consider drying by hand or let your dishes air dry in the dishwasher overnight.

#### Dishwashing vs. Handwashing:

Many people wonder whether washing dishes by hand is more environmentally friendly than using a dishwasher. Lucky for you - it's not! Recent studies have shown that dishwashers actually use less water and energy than handwashing as long as the proper settings are selected (see left).

### Refrigerator

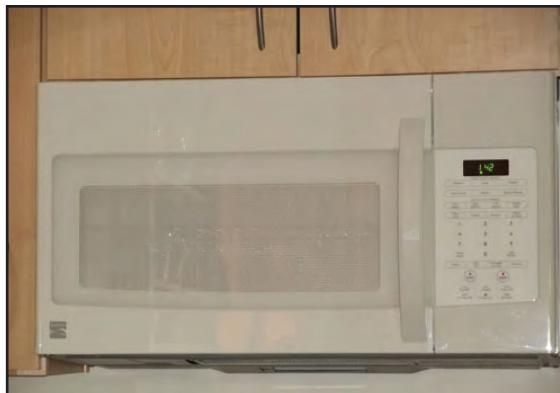
The manufacturer recommends setting the temperature of your apartment's refrigerator at 37 to 40 degrees for fresh items and 5 degrees in the freezer compartment.



## Microwave

The microwave has a recirculating fan that filters odors coming off the stove and helps circulate air when cooking.

Avoid putting metal or wooden bowls or utensils, aluminum foil, twist ties, or anything with metal decoration in the microwave. Leave a gap in a lid covering bowls or plastic pouches to allow steam to escape.



### Energy Saving Reminders

#### Dishwasher Tips

- \* Be sure your dishwasher is full, but not overloaded.
- \* Use the "No Heat Air Dry" setting to let your dishes air dry.
- \* Use the "light wash" cycle.
- \* Scrape rather than prewash your dishes before loading in the dishwasher.

#### Refrigerator Tips

- \* Set your refrigerator at 37° to 40°F for the fresh food compartment and 5°F for the freezer section.

#### Stove Tips

- \* Use the burner that is the closest match to pot size.
- \* Use lids on pots and pans so you can cook at lower settings.

### Cleaning Your Microwave's Grease Filter

Cleaning the grease filter improves the function of the hood and should be done on a regular basis. Do not operate the oven hood without the filters in place.

Remove the filter by sliding it out of the side slot (located on the bottom of the microwave) and soak in hot water and a mild detergent. Do not use ammonia or place in the dishwasher. Rinse well and shake to dry. To return the filter to its correct position, slide it into the slide slot, push it upwards and toward the oven center to lock in place.

*ENERGY STAR® appliances have been identified by the U.S. Environmental Protection Agency and Department of Energy as being the most energy-efficient products in their classes. They usually exceed minimum federal standards by a substantial amount.*





## Garbage Disposal

Each apartment has a garbage disposal installed in the kitchen sink.

- To operate the disposal, remove the sink stopper, then turn on a medium flow of water. Turn switch (located on the wall adjacent to the sink) to ON position and scrape in food waste. Let the water and disposer run for approximately 10 seconds after shredding stops.

Although the disposal will handle normal food wastes, there are a number items that can cause damage including plastic, tin and bottle caps, glass, china, cloth, rubber, string, aluminum foil, feathers and clam and oyster shells. Also avoid putting large bones, rinds and cobs in the disposal without first breaking them down into smaller pieces.

## Materials and Fixtures in Your Apartment

### Floors

The floors of apartments at the Ramona are covered mostly in carpet, with vinyl in the kitchens and bathrooms. The carpet and padding used throughout the Ramona is low VOC, which contributes to the healthy air quality in your apartment.

Conventional carpet and resilient flooring cleaners can be used on these surfaces.

### Countertops

Most of the countertops in the kitchen and bathrooms at the Ramona are made of plastic laminate. However, most kitchens also have granite counters on either side of the stove (see Tips box).

- Do not place hot pans, baking sheets, bowls or cups of hot liquid directly on the laminate counter top.
- Do not cut directly on laminate counters. Always use a cutting board.
- Avoid the use of abrasive brushes or detergents when cleaning the laminate counters.

#### Granite Countertops Tips

\* Unlike the laminate counters, you may cut directly on the granite without scratching the counter.

\* Hot pans and baking sheets can be placed directly on the granite without burning the surface.

\* The granite is also a great surface for rolling out pastry/doughs.

### Water Fixtures\*

Water-efficient plumbing fixtures help reduce water usage.



***Please report any signs of leaking water anywhere in your apartment to staff immediately.***

- Adjustable Showerheads - All showers have adjustable shower heads that allow you to adjust the flow and direction of the water.
- Water Bill - All apartments are submetered for hot and cold water and billed for their water use. This allows you to be rewarded for conserving water and not worry about the 20 minute showers your neighbors may be taking.



Here's a breakdown of what you'll see on your monthly water/sewer bill:

- o **Cold Water:** This is measured in 10-gallon units and is billed at the city's rate for water.
- o **Hot Water:** This is measured in 10-gallon units and is billed at the city's rate for water.
- o **Sewer - Cold:** This is the sanitary sewer charge and also based on the volume of cold water that you use. It is billed at the city's sewer rate.
- o **Sewer - Hot:** This is the sanitary sewer charge for the volume of hot water that you use. It is billed at the city's sewer rate.

### Light Fixtures

All light fixtures in the Ramona use fluorescent lamps, which are proven energy savers. When turned on, fluorescent lighting will appear dim until the fixture heats up. Allow at least five minutes for the light to reach its maximum brightness.



- Switched Outlets - In some of the apartments at the Ramona, living rooms have one "switched outlet". This means that the power running to the outlet is controlled by the wall switch.

***Please contact the leasing office if you have a bulb that needs to be replaced from one of the fixtures that came with your apartment.***

\*Third floor residents, please see page 19 for special instructions about the toilets in your apartment.

## GREEN BUILDING FEATURES

In addition to the water and energy saving appliances described in the previous pages, there are numerous less visible materials, technologies and design decisions integrated into the Ramona to help make it one of the most energy efficient residential buildings in Portland.

From the very beginning of the design process we looked for ways to incorporate sustainable practices and materials into as many aspects of the building as possible. Before the architects began drafting, the design team assessed eight different building configurations for factors such as light, noise, aesthetics and energy efficiency and found the best combination of these elements in an east facing U-shaped building.



*PV panels on the Ramona's roof*

After the building's shape was decided, the design team put their focus into making sure that the Ramona had a very tight building "envelope". The building was carefully designed to minimize all opportunities for cold air to seep into apartments and for hot air to leak out. This was done by creating a continuous air barrier between the inside and the outside environments of the building with an exterior Tyvek wrapping and interior permeable membrane. After the air barrier was created the walls were filled with blown-in insulation for maximum coverage and heat retainage. A double layer of sheetrock with overlapping joints and rigid roof insulation add to the building's tight seal.

A large array of photovoltaic (PV) solar panels on the roof of the building are expected to produce energy to run the elevators and most of the hallway lights. In addition, 64 solar hot water panels will generate enough heat to provide half of the building's hot water supply.

Sharing the roof with the PV and solar hot water panels is an expansive garden of Northwest native plants. The garden, also known as an ecoroof, is designed to absorb and filter the water from Portland's generous rain-falls. Combined with the courtyard landscaping and planters, the ecoroof will treat 100 percent of the building's stormwater runoff.



*Solar hot water panels on the Ramona's roof*

Other energy efficient and responsible building practices include a heat recovery system in the attic that re-uses 70-80% of the heat from the exhaust system, and a sophisticated ventilation system that pulls air from bathrooms and kitchens and replaces it with fresh air that is either heated or cooled, depending on the outside temperature.



## Appendix A

### Special Features of First Floor Apartments

Features that are unique to the first floor apartments include “tilt and turn” windows, forced air heating, air conditioning, and individual washer and dryer. First floor residents also have a different trash drop-off location. Read on for more details.

#### Washer/Dryer

First floor units are equipped with a stacked washer/dryer. There are a couple things to note about these machines:

- They are front loading, therefore require less soap than top loading machines.  
***Read the instructions for front loading machines on your laundry detergent to determine the proper amount of soap to use.***
- The washer and dryer can operate at the same time.



#### Heating and Air Conditioning

- Heating: First floor apartments have forced air heating (unlike baseboard heating in the rest of the building).
- Air Conditioning: First floor apartments are also equipped with air conditioning.
- Thermostat: A single programmable thermostat controls both the heat and AC for the entire apartment (unlike the zonal heating systems in other apartments).

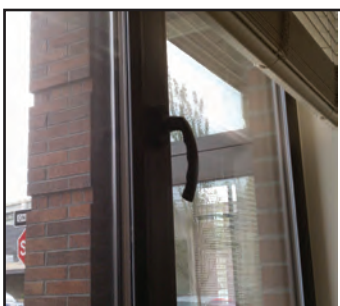
#### Trash and Recycling

The garbage and recycling containers for first floor residents are located in the loading dock.

#### Tilt and Turn Windows

The tilt and turn windows in first floor apartments have two options for opening - either at the side or at the top. In either option the window opens inward.

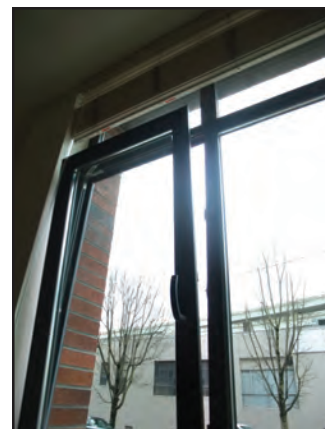
- To lock the window, turn handle so that the handle is vertical and pointed down.
- For a side-open window, push the handle to the horizontal position and pull open.
- For a top-open window, turn the handle even further so that it is vertical but pointed up and pull open.



*Locked, handle down*



*Side-opened, handle horizontal*



*Top-opened, handle up*

## Special Features of Third Floor Apartments

On the third floor, dual flush toilets were installed in every bathroom in place of standard toilets that appear in the bathrooms on all other floors. Read on for more detail on your apartment's dual flush toilet(s).



### Dual Flush Toilets

Dual flush toilets have two buttons on the top of the toilet – one for liquid waste and one for solid waste – that allow for greater water savings than the conventional single flush option. Liquid waste flushes use half the amount of water (.8 gallons) that solid-waste flushes do, and can save a family of four up to 24,000 gallons of water a year compared to a conventional toilet!



## Special Features of Fourth Floor Apartments

On the fourth floor, all apartments are equipped with energy monitoring devices known as “TEDs”. Read on for more details about the TED in your apartment.



### TEDs

TEDs measure the amount of energy being used by all the systems (heating and cooling) and appliances (oven, fridge, etc.) in real time. These devices allow you to view your energy use in terms of both kilowatts and utility bill costs. Here's what you should know about the TED in your apartment:

1. Your TED is constantly measuring the energy consumption in your apartment – you will notice the display adjust as lights, heaters, and appliances are turned on and off.
2. Your TED is already programmed to current utility rates so you do not need to do anything to activate it when you move in. The utility cost calculation on your TED will not match your monthly bill exactly because bills will vary depending on the time of your move-in, as well as additional PGE taxes and fees, which the TED does not calculate.
3. TEDs will need to be updated once a year when utility rates are updated. Management staff will contact you when the new rates are published and will ask you to bring your TED to the leasing office for a quick update.
4. Use the button to scroll through various screens, which display energy consumption and utility costs for a number of different time periods. Screen options include Real Time Use, Recent Usage, Month-to-Date, Monthly Projection and Voltage.
5. TEDs must be left in their charging bases, but you can plug the base into any outlet in your apartment.



## APPLIANCE MAKE AND MODEL NUMBERS

If you find you are having problems with one of your appliances that has not been addressed in this manual, you may be able to find the solution in the appliance manual. Listed below are the brand and model numbers of all of the appliances in the apartments at the Ramona. Most appliance manuals are available online through the manufacturer website. The Ramona's maintenance staff also has hard copies of these manuals.

### Most Apartments

Refrigerator: Kenmore Top Freezer Refrigerator 46-60934

Microwave/Hood: Kenmore 22-85044

Range: Kenmore Electric Range 22-90214

Dishwasher: Kenmore 22-15234

Garbage Disposal: Waste King 3300

### ADA Adaptable Apartments

Refrigerator: Kenmore Top Freezer Refrigerator 46-60932

Microwave/Hood: Kenmore 22-85042

Range Hood: Kenmore 22-53345

Range: Kenmore 22-45582

Dishwasher: Frigidaire 22-11702

Garbage Disposal: Waste King 3300

### Studios

Refrigerator: Magic Chef 20" MCBR405W

Microwave/Hood: Magic Chef 22" MC02212ARW

Range: Hot Point 24" RA724KWH

## USEFUL PHONE NUMBERS

Ramona Leasing Office: 503-688-6008

Email: [info@TheRamona.com](mailto:info@TheRamona.com)

Portland Police, Emergency Line: 9-1-1

Portland Police, Non-Emergency Line: 503-823-3333

Portland Fire Department: 503-823-3700

ISTA (Water bill): 800-947-9283

Portland General Electric (PGE): 503-228-6322

Comcast: Nathan Derbyshire (Ramona Rep.), 503-572-9900